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## TEST INFORMATION GUIDE

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This test information guide provides a summary of concepts that are tested on the examination for the **Telecommunicator Trainee** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

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### I. WRITTEN INSTRUCTIONS (18 Questions)

Employees in this job must be able to understand and follow agency rules, regulations and operating procedures precisely as directed. Several sets of instructions across a variety of topics are presented to measure your ability to understand and follow written directions and operating procedures.

### II. INTERPERSONAL SKILLS (12 Questions)

The ability to establish and maintain effective working relationships with co-workers and supervisors is essential to successful job performance. Employees must provide a positive image of state government in their daily interactions with the public. This section of the exam requires you to determine the best manner in which to respond to situations such as: unreasonable persons, requests from the public, disagreements between co-workers, etc.

### III. ENGLISH USAGE (10 Questions)

The ability to communicate with the public and other government employees in a clear and concise manner is essential to successful performance in this job. This section of the exam tests your spelling, punctuation and grammar skills.

### IV. MAP READING (10 Questions)

A primary task of this job is the ability to read a map in order to direct emergency personnel to an emergency site. This section of the exam tests your ability to read a map and determine the most direct route between two locations.

The Telecommunicator Trainee examination process also includes two performance tests:

#### **Keyboarding:**

This is a pass/fail keyboarding (i.e., typing) performance exam. You are given a passage to type as many times as possible within a specified time frame. You will need to type a **minimum** of 30 net words per minute to meet performance standards.

#### **Taped Dispatch**

In this performance test, a tape of several fictional dispatches is played. Following each dispatch scenario, questions are asked to determine the extent to which you can quickly and accurately extract important information from the scenario. You will be allowed to take notes while listening to the dispatches. The test consists of a total of 30 questions; you will need to correctly answer a **minimum** of 15 questions (50% of the total) to meet performance standards.